CLER Pathway 6: Professionalism
What is Professionalism?
Well let’s see how the American Board of Internal Medicine sees it (they’re pretty smart, right?)

Word cloud credit goes to www.abimfoundation.org/Professionalism/Medical-Professionalism
Professionalism as the ACGME sees it

Pretty much the same way ABIM does!

• *Patient* comes first

• *Honesty* is the best policy

• *Compassion*ate care

• *Respect* for your craft
Professionalism

• **Patient**
  – Recognize the importance and priority of patient care; this directly impacts quality and safety!
  – AIDET:
    • **Acknowledge**: respect patient’s privacy; don’t ignore others in the room; knock on the door!
    • **Introduce**: Introduce yourself *by name and title every time!* Who is with you? Inspire confidence and trust
    • **Duration**: Set expectations: about how long will the test results take?
    • **Explain**: What to expect? Ask open ended questions! **Listen** to your patients
    • **Thank you**: Summarize and review *next steps*; don’t just rush out the door!

• Be **Ethical**
• NM’s Mission Statement: We are an academic medical institution where the **patient comes first**.
Professionalism continued

• **Compassion**
  – Advocate for patient interests
  – Tolerate and accept diverse individuals and groups
  – Work Hard, Be Smart, *Be Nice*
  – This is a no blame environment!
    • Things we don’t say at Northwestern: “That’s not my job.” “We’re short staffed.” “The other department is taking too long” Ya get the drift.
  – If you are witnessing any kind of mistreatment be it towards a patient, a fellow colleague or staff member, or yourself REPORT IT
    • We all deserve to be treated with *respect*

*Just don’t.....do this ➔*
Professionalism continued

- **Honesty**
  - Always follow NM policies and procedures when writing your *brief, fresh, and meaningful* notes!
    - Do not copy/paste; paraphrase key findings; no abbreviations
    - Enter allergies, medications where they belong!
  - EMR documentation should be based on your direct observation or appropriately attributed information of others
  - Only access YOUR patients’ charts!
  - Recognize your personal limitations
    - Seek help when you need it!
Professionalism

continued

- **Respect**

  - Integrity, Respect, Ethics: **NM Code of Conduct**

    “Unacceptable Conduct can include but is not limited to:
    
    ...intimidating or coercive behavior toward employees, patients, physicians
    
    ...using obscene or abusive language
    
    ...harassment of any kind including sexual harassment
    
    ...non-constructive criticism addressed to its recipient in a way as to intimidate, belittle or to impute stupidity or incompetence
    
    ...public derogatory comments about the quality of care being provided by other physicians, nursing personnel or the hospital”

- **YOUR SUPERVISORS, PEERS, AND AUTHORITY FIGURES SHOULD SHARE ALL OF THESE VALUES!**
WORK hard and Be NICE